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IN SITU DATA CAPTURE AND MOBILE KNOWLEDGE MANAGEMENT

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Abstract

The emergence of handheld, wireless and multimedia messaging devices raises the potential for fundamentally new systems that support organizations knowledge management. This study explores how the increasing number of new mobile devices that enable rich in situ data capture can be utilized to improve knowledge sharing in organizations. Rich context can be captured: physical environment, organizational, social, and cultural context, as well as rationale in problem solving process, which can be utilized to enhance tacit as well as explicit knowledge transfer. An ethnographic study is being conducted of a heating and cooling services company focusing on the exchange of case stories, which are massages that tell the particulars of occurrences or courses of events that are directly related to work process. A prototype system is being built that allows in situ multi-media data capture using handheld devices, and retrieval via the Internet. The proposed study extends our understanding of how to effectively design for in situ multi-media data capture so that it is integrated in organizational knowledge sharing processes.